

Housing Newsletter



Wiesbaden: Your Home in Germany!



Housing Chief's Corner

Volume 2, Issue 6

Newsletter Date: June 2013

Spring cleanup in USAG Wiesbaden housing areas took place this year on 15 May 2013. The residents of Aukamm, Hainerberg, Crestview, Newman Village and Clay Kaserne were out in force making an impact on the overall appearance of the community.



The day started early on 15 May with Building Coordinators briefing Soldiers and family members on clean up procedures and where to place the collected debris, clippings and bulk trash.



Residents and Building Coordinators signed out needed yard and maintenance equipment from the Self Help Store located in Hainerberg housing area to ensuring clean up of large areas could also be accomplished. Several residents went the extra distance to clean not only the grounds around their quarters but also common



areas, parking areas, and playgrounds. Residents increased the curb appeal with the planting of flowers and cleaning of sidewalks and curb areas.

This years Spring cleanup was a large success. The Housing Division would like to thank all of the residents for their hard work, teamwork and support during Spring

cleanup and for making USAG Wiesbaden the great community it is.

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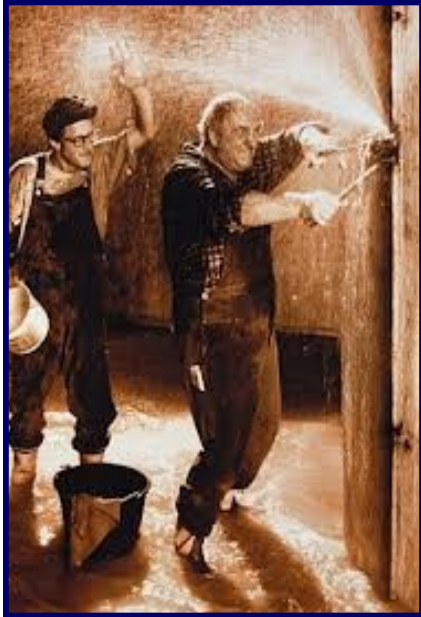
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Special points of interest:

- Spring Clean Up
- Swimming Pools
- FSBP 2020 Roles & Responsibilities
- Service Orders and Work Orders

Hot Topics

Service Orders and Works Orders



Normally the following types of questions are not asked until something unexpected happens and then it might be too late. What is a service order and what is a work order? What is considered an emergency? When do I call? Whom do I call? The following article will help to answer these questions.

A service order is used for minor repairs in the home and for appliances. A work order is used if you need a renovation project, new work, expanded self-help project or proprietary approval. A work order request is work that is beyond the scope of a service order. The customer service representative at DPW can tell you if the work you are requesting requires a work order form (DA Form 4283).

All resident should know that only bona fide emergencies should be called in after duty hours all normal maintenance calls must be called in during the duty day.



An emergency is considered an unexpected, serious occurrence or situation that could cause injury, or harm to personnel, or cause serious damage to government facilities which occurs after duty hours Monday through Friday, all day Saturday, Sunday, and Holidays.

Residents can call the emergency service order number DSN 115 or CIV 0611-705-115 to report an emergency. The dispatcher who receives the calls during these times will determine which calls are emergencies and which personnel should be called in to correct the problem. For emergencies only, not for convenience services.

During normal duty hours Monday through Fridays 07:30-16:00 please call the service order desk for repairs DSN 337-9999 or CIV 0611-705-9999.



When an appointment is made for DPW services, it is the sponsor's responsibility to be at the quarters for that appointment. If an appointment must be changed, call the same number as originally dialed, at least one workday prior (or as soon as possible) and reschedule.



Unaccompanied Personnel Housing (UPH)

Since the rollout of the new First Sergeants Barracks Program (FSBP) 2020 in September 2012, questions sometimes arise as to who is responsible for what, when it comes to barracks. Although there are multiple stakeholders when it comes to the Unaccompanied Housing (UH), there are four primary entities responsible for managing an installation's UH program – they are the Military unit, Garrison Housing Office, the DPW, and the Soldier. The following article will outline the roles and responsibilities of the unit which are discussed more in-depth throughout the body the FSBP 2020 Handbook.

Military units will execute day-to-day operations of UH, with technical assistance from Garrison Housing Managers. The chain of command must take an active role in knowing how Soldiers live and be responsible for their well being. They are responsible to ensure that good order and discipline is maintained at all times in UH. The chain of command also has the authority and responsibility to conduct no-notice inspections to ensure that conditions in UH provide the best QOL for all residents. The unit's primary responsibilities in UH include:

Property Management Service Member Services:

- ☐ Assigning and terminating rooms
- ☐ Issuing room furnishings hand receipts
- ☐ Moving and handling furnishings 1 for 1 replacement
- ☐ Coordinating quarters assignment outside of unit footprint
- ☐ Issuing room keys
- ☐ Providing Soldiers access to locked out rooms
- ☐ Providing custodial services for common areas (except Warrior in Transition (WT) UH)
- ☐ Inspecting Quarters during assignment/termination.

Housing Program Management Administration:

- ☐ Participating in quarterly partnering sessions with garrison and unit leadership

Facility Management Inspections/Maintenance and Repair (M&R):

- ☐ Inspecting building for preventive maintenance
- ☐ Performing maintenance self-help
- ☐ Providing grounds maintenance (for an area that is within a 50 feet of the building)
- ☐ Initiating and tracking Work Orders (WOs) and/or Service Orders (SO)

Housing Program Management Service Member Services:

- ☐ Maintaining barracks good order and discipline
- ☐ Inspecting for Health & Welfare
- ☐ Providing Command and Control (C2)

Property Management Administration:

- ☐ Initiating collections for facility & furnishings damages and loss
- ☐ Inspecting furnishings for condition/serviceability
- ☐ Requesting replacement furnishings
- ☐ Initiating CNA requests
- ☐ Inventorying and signing hand receipt for common area and sleeping room furnishings
- ☐ Inventorying and signing hand receipt for building

Next month's article will focus on the Housing Division roles and responsibilities as they pertain to FSBP 2020 and our efforts to assist units in the day to day operations of the program.

Update on Trash Island Project

As the saying goes “out with the old and in with the new”. The Housing Division recently accepted the first of over seventy planned trash islands for Hainerberg and Aukamm housing areas. As mentioned in previous articles in the Housing Newsletter, the trash islands will help to increase recycling in both housing areas while simultaneously reducing the cost for trash disposal.

The next phase of this project will begin in September 2013 and will last approximately 10 weeks. This phase of the project will be the installation phase and will cover the installation of approximately 70 trash islands in Aukamm and Hainerberg housing areas.



The new trash islands will not only help increase recycling and cost. But will help to increase the curb appeal in our housing areas. The trash islands provide good concealment for the trash cans inside the island when viewed from the street by passing cars. However, up close the trash islands provide enough openness not to be a force protection hazard. One of the objectives of the trash island is to help stop or prevent dumping by non-resident.

The trash islands have lockable doors in front of and behind the island. Residents will gain access through the back door via a key that will be issued to them and the city trash department has a general key that only opens the sliding front door to remove the larger trash dumpsters on trash pick up days.



One objective of the project is to stop illegal dumping



Trash Condos being replaced with trash island project

More information on this project will be coming out as we get closer to the start date in September. Area Coordinators, Section Coordinators and Buildings Coordinators will be informed of the work schedule so that residents in their areas and buildings can be informed of the work follow on transfer to the new trash island.

Frequently Asked Questions



What are the requirements for vacating my home?

Appointments for pre- and final inspections are generally scheduled in accordance with pending departure and ultimate departure dates, respectively. For on-post Family housing residents who qualify for contract cleaning up on departure, all personal items (including trash) must be removed from the apartment or house; appliances should be cleaned to remove visible dirt grease; and dwelling unit should be in a broom swept condition.

When I move do I have to clean?

Those departing on Permanent Change of Station (PCS), separation or retirement orders qualify for contract cleaning at government expense. Cleaning charges may be assessed; however, if dwelling unit left extremely dirty or condition of walls and surfaces is beyond normal fair wear and tear.

How long can I keep the loaner furniture when I arrive and depart USAG Wiesbaden?

AR 420-1, paragraph 3-70 d.(4) States “Military and civilian personnel listed in paragraph 3–70d(2), traveling under full JFTR or JTR weight allowance, respectively, may be provided temporary furniture support (loaner sets) at their overseas station when their household goods (HHG) are in transit (that is, in- and out-bound). Types and amounts issued may be limited and may not consist of complete furniture set as authorized by CTA 50–909. Maximum time for use of loaner sets is 90 days for in-bound personnel and 60 days for out-bound personnel. The furnishings manager may extend this period if in-bound HHG shipments are delayed beyond 90 days.” Residents will need to submit a request through the housing office for extension of loaner furnishings. Residents need to ensure they provide the new delivery date in their request.

How many pets are residents allowed to have in on-post quarters?

No more than two dogs, cats, or combinations thereof are authorized per dwelling unit. Other domestic pets, including goldfish, hamsters, and birds, may be kept in Army Family Housing. Barnyard animals, or exotic pets, such as snakes, lizards, tarantulas, etc. are prohibited. In accordance with host nation laws American Pit Bull Terrier, Bull Terrier, and Stafford shire Bull Terrier are prohibited from entering Germany. Servicemembers who are UNACCOMPANIED ARE NOT AUTHORIZED PETS (except fish) in government provided quarters, and having a pet is not sufficient justification to reside off post.

What is USAG Wiesbaden’s pet policy?

USAG Wiesbaden’s pet policy can be found on the garrison web site at the following url:

http://www.wiesbaden.army.mil/sites/commander/cp_overview.asp

Please refer to policy letter number 15, “Pet Ownership in Government Quarters”

Recent Changes to the Automated Housing Referral Network (AHRN)



In an effort to make it easier for Soldiers and families to find affordable off-post housing the Automated Housing referral network (AHRN) has made some changes to their website. A "New Feature! RentSmart is now available! This feature is designed to help military members make well informed housing decisions. RentSmart provides a breakout of their total basic allowance for Housing (BAH) into estimated BAH Rent and BAH Utility/Insurance amounts. RentSmart also provides average rents by bedroom count and housing type (Apartment, Duplex/Town House, and Single Family House) for currently available listings at their gaining installation. On the Listing Detail page a chart compares the selected listing to similar available listings. As a Military Housing Office you have visibility to the rental comparison chart provided on each listing detail page.

In conjunction with RentSmart AHRN has also added a new Housing Profile. Once the military member completes their Housing Profile, they can quickly retrieve and review listings that meet their requirements by clicking on the View Listings That Match Your Profile icon located on the homepage average rent chart. This Housing Profile also sets the default bedroom count for the home page Average Rent chart.

The combination of BAH component breakout and average rent information will help military members evaluate housing options and assist with planning their monthly budget at their new installation."



Housing Policy: Swimming Pools

The summer season is final upon use and as the temperature rises so does the need for cooling off. It is during the summer season that most residents look to purchase swimming pools and wading pools for their children. The housing office would like to remind residents that the use or installation of swimming pools is not authorized in Government owned quarters. In most cases adults are unable to provide the required supervision at the pool at all times. In addition, small swimming pools are typically unfiltered becoming dirty quickly and provide a haven for mosquitoes to hatch which is a health hazard.

Small, very shallow “wading pools” are authorized with the written approval of the Garrison Commander; however, they must be emptied daily. Residents request for a wading pool can be submitted through the housing office for the garrison Commander’s approval.



Transformation

The Secretary of Defense has directed an eleven (11) day furlough for most Department of Defense employees. Department of the Army (DACs) are impacted by this decision. The DoD memo signed by Secretary Hagel sets out his reasons for making this difficult decision and can be read at the following URL.

<http://www.dodlive.mil/index.php/2013/05/message-from-secretary-hagel-on-furloughs/>

This being said, there will be no impact on customers or customer service from the Housing Division during the furlough period. The majority of our housing staff are local nationals and the remaining DACs have off set furlough days to ensure coverage is met to continue our support to Soldiers and their families.

We appreciate your support and understanding as the housing division moves through this period of sequestration and monetary constraints.

Contact the Housing Office

Hours of Operation On-Post:

Monday to Thursday: 7:30 a.m. to 4:00 p.m.
Friday: 7:30 a.m. to 3 p.m.
Saturday, Sunday, U.S. holidays: Closed
German Holidays: Limited Service
Tel. DSN/CIV: 337-7058 / (0611) 705-7058

Hours of Operation Off-Post:

Monday to Friday: 7:30 a.m. to 4:00 p.m.
Saturday: By appointment only
Sunday, German Holidays: Closed
Tel. DSN: 337-7059 or 337-5495;
Civ: (0611) 705-7059 or (0611) 1746-393

Heidelberg Satellite Office:

Monday to Wednesday 8:00 AM to 4:00 PM
Thursday 10:00 AM to 4:00 PM
Friday 08:00 AM to 2:00 PM
No appointments Saturday, German or American
Holidays
DSN: 387-3291 or 387- 3300
Civ: 06221-4380-3291 or 06221 4380-3300

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- *Crestview Construction Projects*
- *Frequently Asked Questions for PCS moves*
- *Newman Village Sports Fields*
- *Temporary Lodging Allowance (TLA)*

Email on-post housing at : usarmy.wiesbaden.imcom.list.hsg-information@mail.mil

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